




MEETING MINUTES

Meeting Type:	Public Policy and Community Advisory Q2 2025		
Meeting Date:	07/23/2025	Meeting Time:	1:00 PM PST
Meeting Location:	Teleconference – Teams		
Minutes Prepared by:	Michelle Ladyzhenskaya, Marketing and Communications Materials Coordinator; PPCAC Coordinator		

Attendees:	<p>Kassandra Gomez: Health Equity Officer Joanne Tillman: Consultant Michael O’Malley: Health Plan Administrator Emelyne Beneche: Associate Director, Risk Management Tiffany Jarrett: Nat Dir of Care Mgmt, UM and Risk Mgmt Sandy Johansson: Senior Contracts Manager Emelyne Beneche: Risk Manager, Grievance and Appeals Aisha Khan: Medical Director Angie Barrera Martinez: Clinic Operations Manager Adam Villalpando: Enhanced Care Management Program Manager Claudia Silva-Trigo: Assoc Dir Medical Waiver Program Services Jason Griggs: Associate Director of National Grants Specialty Network Laura MoralesGarcia: Community Member Dennis Lumpkin: Committee Member Myron Walker: Committee Member Stephen S. Tate: Committee Member Gerald Turner: Committee Member Brent Morris: Committee Member Louis Ortiz: Committee Member Thomas Owen: Committee Member Vicente Tuxpan: Committee Member Wilmer Gutman: Committee Member Douglas Korn: Committee Member Andre Zitouniadis: Committee Member Tomeka Dunnigan: Committee Member Shane C. Sourgose: Committee Member Ronald Gagnon: Committee Member Leonardo Martinez Real: Committee Member Michelle Ladyzhenskaya: Marketing and Communications Materials Coordinator; PPCAC Coordinator</p>
Absentees:	Melissa Ramos, Sandra Holzner





Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
Call to Order	K. Gomez called the meeting to order at 1:00 PM PST.		K. Gomez	
Welcome and Welcoming Remarks	K. Gomez introduced herself as the Health Equity Officer and Director of Health Education as well as chair of the committee. She opened the meeting by welcoming attendees. She thanked first-time participants for joining and reminded everyone to keep microphones muted unless speaking. She encouraged members to raise their hands for questions or comments during the relevant agenda item, with the option to follow up by email after the meeting if needed. She then introduced the agenda and invited J. Tillman to begin with welcoming and opening remarks.		K. Gomez	

Standing Action Items				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
Review Q1 Meeting Minutes and Q1 Action Items	Meeting minutes were displayed. 2025 PPCAC Charter displayed. Motion to Approve by K. Gomez Approved by R. Gagnon Seconded by G. Turner	 Action Items.pptx	K. Gomez	



New Business				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
Plan Updates	<p>M. O'Malley reported that there were no immediate enrollee impacts from the recent passage of House Bill #1, also referred to as the "big beautiful bill." He explained that the legislation included significant reductions to Medicaid funding and punitive provisions targeting California, particularly related to the MCO tax. While other states were granted a three-year transition period for the tax, California's implementation was immediate, prompting the state to file a lawsuit against the federal government.</p> <p>M. O'Malley noted that potential effects could include curtailment of certain CalAIM benefits such as housing services, housing deposits, and transitional rent support, though enhanced care management was less likely to be affected. Beginning January 1, 2026, undocumented individuals with unsatisfactory immigration status would no longer be able to newly enroll in Medi-Cal, though current enrollees could remain if they maintained eligibility. There was also discussion of a possible monthly premium of \$35–\$50 for these enrollees, though no official policy changes had yet been communicated.</p>		M. O'Malley	



	<p>In response to member questions, M. O'Malley confirmed that California had been singled out for immediate implementation of the MCO tax, that PHC California is funded through state and federal Medicaid dollars, and that redetermination requirements would remain annual rather than shifting to a six-month cycle. He stated the plan would continue "business as usual" until more definitive guidance was received, at which point updates would be communicated both in meetings and via written notices to members.</p>			
<p>Health Equity: Food For Health</p>	<p>F. Robles, Pantry Coordinator for the Food for Health program, provided an overview of the program. She explained volunteer opportunities, noting that interested individuals could visit the foodforhealthahf.org website to sign up. Volunteer roles varied by location, with pantries operating in Los Angeles, Fort Lauderdale, and Baltimore. She clarified that the Ryan White Pantry in Florida did not accept volunteers due to privacy considerations but that the Fort Lauderdale Saturday Food Pantry was open to volunteers. Los Angeles also had multiple pantry locations with opportunities available. Committee member inquired about growing food in a specific space at his residence, which F. Robles acknowledged. Committee member asked for clarification</p>	<p> Q2 2025 Health Equity.pptx</p>	<p>F. Robles</p>	

	<p>on volunteer opportunities and locations, and J. Tillman requested that she share Los Angeles volunteer details in the chat. Committee members asked if funding cutbacks had impacted the program; F. Robles confirmed there had been no reductions and that support had actually increased. L. MoralesGarcia inquired about age restrictions for volunteers, and F. Robles stated there were no formal limitations, with minors often participating in lighter tasks such as distributing food or bagging groceries.</p>			
<p>Grievances & Appeals</p>	<p>E. Beneche provided an overview of the grievance submission process, emphasizing the availability of an electronic grievance form on the plan’s website as the preferred method. She explained that grievances could also be submitted via phone, fax, email, or paper form and stressed that filing a grievance was a member’s right, without risk of retaliation.</p> <p>E. Beneche outlined the process following submission: members receive written acknowledgment, the grievance is investigated by the relevant department, and the member is informed of the outcome. She also reviewed the Appointment of Representative form, which allows a designated person, such as a family member or partner, to act on the member’s behalf for one year without legal involvement.</p>	<p> Q2 2025_PHC Quarterly Grievance</p>	<p>E. Beneche</p>	<p>- E. Beneche to reach out to R. Gagnon in regards to Hollywood HCC concerns</p>

	<p>During the presentation, committee member asked if this was the appropriate forum to raise a complaint about a clinic. E. Beneche confirmed and offered to contact him directly for details, with J. Tillman noting that staff would provide his contact information to E. Beneche after the meeting as an action item.</p> <p>E. Beneche then shared Q2 grievance trends, noting an increase in transportation-related grievances following the introduction of a new vendor, which had resulted in 11 documented issues despite many being resolved by Member Services. She reported that their services had since been reduced and anticipated fewer transportation grievances in Q3. She also cited a high number of Westside grievances due to phone system problems following an HCC relocation, which were in the process of being resolved.</p>			
<p>Community Reinvestment</p>	<p>K. Gomez revisited the topic of community reinvestments, noting that a survey had been sent to members via email to gather feedback. She referenced a Q1 presentation by S. Johansson that outlined areas where reinvestment funds could be used, in accordance with state rules requiring medical health plans to return a portion of income to support the local community.</p> <p>T. Jarrett provided additional context on available community supports,</p>		<p>K. Gomez</p>	<p>- C. Silva-Trigo and social worker to follow up with L. Martinez Real to help navigate services -A. Barrera Martinez to assign new care coordinator for T. Dunnigan</p>



	<p>including housing assistance, and reminded members that they could connect with their care coordinators for help navigating services.</p> <p>Committee member and PHC California staff clarified that his care coordinator was registered nurse C. Silva-Trigo, who confirmed she would follow up with him alongside social worker.</p> <p>Committee member shared concerns about her negative experiences with Magellan mental health support, stating that twice she had been provided with invalid or outdated resources and ultimately had to seek assistance through her church. T. Jarrett acknowledged the issue, explained that the members current care coordinator was on leave, and committed to having Angie assign a new point of contact.</p> <p>Committee member confirmed that she had already filed a grievance, which E. Beneche verified was in process. She stated that she no longer required the service due to alternative community support but appreciated the follow-up.</p>			
Quality Updates	<p>Committee member asked who his assigned caseworker was and whether he received an incentive for completing his annual wellness appointment earlier that day. T. Jarrett confirmed that the member was enrolled with PHC CA only, not PHP, and explained that his care manager, Jocelyn, was currently on leave. A. Barrera Martinez</p>		T. Jarrett	

	<p>stated that Kawana would be reaching out to him by the end of the week to serve as his assigned case manager during the leave period. Regarding incentives, T. Jarrett clarified that PHC CA did not currently offer an incentive for the annual wellness appointment, but if approved by DHCS, future visits could qualify as long as the member attended twice per year. She noted that Medicare only covered the incentive once annually, but PHC CA was working toward offering it twice a year. The member acknowledged and thanked the team for the clarification.</p>			
<p>Provider Network Updates</p>	<p>J. Griggs reminded the group that if they experienced difficulty locating a particular provider specialty type, they should inform the team. He noted that members could do so by contacting the Member Services department or by bringing the information to the PPCAC meeting. J. Griggs explained that such feedback was used for recruitment purposes and to address any gaps in the provider network.</p>		<p>J. Griggs</p>	
<p>Care Management</p>	<p>A. Villalpando, ECM and Community Supports Program Manager, provided an overview of four community support programs. He described the “Housing Trio” for members who are unhoused or at risk of homelessness: Housing Transition Navigation Services to help members navigate the housing market, a Housing Deposits benefit to cover upfront costs like security</p>	<p> Claudia - PPCAC Q2 AHF Medi-Cal Waive</p> <p> Adam - Angie - PPCAC Quarter 2 Co</p>	<p>A. Villapendo A. Barrera Martinez C. Silva- Trigo</p>	



	<p>deposits or furniture, and Housing Tenancy and Sustaining Services to assist members with maintaining housing through forms and deadlines. He explained that stable housing is critical for members to focus on their health.</p> <p>He also discussed Personal Care and Homemaker Services, which provide caregiver assistance for members needing help with daily activities like meal preparation, grocery shopping, and home upkeep. Members must apply for the county's IHSS program to qualify, and these services can supplement approved IHSS hours. Adam noted that additional community supports exist and shared the PHC website link for further information.</p> <p>The presentation then transitioned to A. Barrera Martinez, Clinical Operations Manager, who reviewed important contact information for members, including Member Services, Case Management, the 24/7 Nurse Advice hotline, and pharmacy customer service. She also mentioned utility assistance, including a \$1,500 benefit limit from the Los Angeles Department of Water and Power, and cooling centers across Los Angeles County.</p> <p>C. Silva-Trigo, Associate Director of the Medical Waiver Program, provided a brief overview of the program, which offers case management and home-based</p>			
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	<p>support for members with HIV/AIDS to help them remain at home rather than in a nursing facility. Members can inquire about eligibility through their RN case manager, care coordinator, community worker, or provider, who can contact Claudia directly to review clinical criteria.</p>			
Discussion	<p>Kassandra Gomez concluded the meeting, thanked attendees for their engagement, encouraged email follow-ups for unanswered questions, and reminded participants that gift cards would be sent out after the call. The meeting was adjourned.</p>		K. Gomez	

Action Items		
Agenda Item	Responsible Party	Action Notes
Grievance & Appeals	E. Beneche	- E. Beneche to reach out to R. Gagnon in regards to Hollywood HCC concern
Community Reinvestment		- C. Silva-Trigo and social worker to follow up with L. Martinez Real to help navigate services -A. Barrera Martinez to assign new care coordinator for T. Dunnigan



X *Kassandra Gomez*

Committee Chair, Health Equity Officer

MeetingMinutes approved via e-vote. 8/18/2025